

# Change Request Tracker

**A new tool in eWReports**

# Change Request Tracker

- What is it?
- When will it be available?
- What requests will be available?
- Where do I find it?
- How do I use it?
- Conclusion

# Change Request Tracker

- Change Request Tracker is a tool to obtain more detailed information regarding change requests (bugs & enhancements) called in to the help desk by you or someone in your county
- Change Request Tracker will be available starting May 1<sup>st</sup> with requests that were opened in 2006, and the goal is to have all open requests available by June 1<sup>st</sup>
- Change requests that have a status other than 'Open' will be added as time permits

# Change Request Tracker

- Change Request Tracker is accessed via eWReports under the Utilities menu
- Utilities > Change Request Tracker

eWReports - Desktop - Microsoft Internet Explorer provided by DHFS - State of Wisconsin

**eWReports** Reports for Debbie Rogers Search Request Refresh Logout

Maintain Utilities Help County: State

Utilities Menu:

- Request On Demand Report
- Search On Demand Requests
- Reports Dashboard
- Report Information
- Refresh Desktop
- Change Request Switchboard**
- Logout

Archive	Run Date	Report Output
Parents - County	07/13/2005	<a href="#">CM0601a-contacts-cnty-detail-State.xls</a>
Parents - County	07/13/2005	<a href="#">CM0601a-contacts-cnty-smry-State.doc</a>
Parents - OPEP	07/13/2005	<a href="#">CM0601b-contacts-opep-detail-All-Counties.xls</a>
Parents - OPEP	07/13/2005	<a href="#">CM0601b-contacts-opep-smry-case-All-Counties.xls</a>
Parents - OPEP	07/13/2005	<a href="#">CM0601b-contacts-opep-smry-child-All-Counties.xls</a>
Parents - Statewide	07/13/2005	<a href="#">CM0601c-contacts-state-smry-case.doc</a>
Parents - Statewide	07/13/2005	<a href="#">CM0601c-contacts-state-smry-child.doc</a>

# Change Request Tracker

The screenshot shows a web browser window titled "Change Request Search - Microsoft Internet Explorer provided by DHFS - State of Wisconsin". The address bar shows the URL: <https://apps4.dhfs.state.wi.us/ewreports/IncidentSwitchboard.do?action=OPEN&fromWhere=desktop>. The page features a navigation bar with links like Adoption, Computers, ePass, Finance, Misc, News, School, Sports, State Links, Testing, Travel, and Gmail. Below this is a header for "ewReports" and "Reports for Barry Mickelson". The main section is titled "Search Criteria" and contains several input fields: "Problem Ticket #:", "Change Request ID:", "Reported By:" (a dropdown menu), "State Change Requests" (a checkbox), "Reported From:" (a date field set to 00/00/0000), "Reported To:" (a date field set to 00/00/0000), and "Status:" (a dropdown menu). A "Search" button is located to the right of these fields. Below the search criteria, it says "0 Change Request(s) Returned". Underneath, there is a "Search Results" section with a table header. The table has six columns: "Change Request ID", "Topic", "Description", "Status", "Date Reported", and "Reported By". The table is currently empty. At the bottom of the browser window, the status bar shows "Done" and "Trusted sites".

Change Request Search - Microsoft Internet Explorer provided by DHFS - State of Wisconsin

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites

Address <https://apps4.dhfs.state.wi.us/ewreports/IncidentSwitchboard.do?action=OPEN&fromWhere=desktop> Go

Links Adoption Computers ePass Finance Misc News School Sports State Links Testing Travel Gmail

**ewReports** Reports for Barry Mickelson Print

**Search Criteria**

Problem Ticket #: Change Request ID: Reported By: [dropdown]

☐ State Change Requests Reported From: 00/00/0000 Reported To: 00/00/0000 Status: [dropdown] **Search**

0 Change Request(s) Returned

**Search Results**

Change Request ID	Topic	Description	Status	Date Reported	Reported By
-------------------	-------	-------------	--------	---------------	-------------

Done Trusted sites

- Search for Change Requests submitted to the Help Desk
- Search by Problem Ticket, Change Request, who Reported, Status, etc.
- Gives more information than current Incident Tracking application

# Change Request Tracking

Change Request Search - Microsoft Internet Explorer provided by DHFS - State of Wisconsin

File Edit View Favorites Tools Help

Address <https://apps4.dhfs.state.wi.us/ewreports/IncidentSwitchboard.do>

Links Adoption Computers ePass Finance Misc News School Sports State Links Testing Travel Gmail

**eWReports** Reports for Barry Mickelson Print

**Search Criteria**

Problem Ticket #:  Change Request ID:  Reported By:

☒ State Change Requests Reported From:  Reported To:  Status:  **Search**

3 Change Request(s) Returned

**Search Results**

Change Request ID	Topic	Description	Status	Date Reported	Reported By
<a href="#">9951</a>	FM03-Eligibility	Adoption Eligibility test	Open	01/06/2006	Bolotiuc, Evelina
<a href="#">8585</a>	CM06-Activity Notes	Make Case and Provider Notes editable	Open	07/28/2005	Wutt, Jason
<a href="#">1023</a>	PM02a-Home Provider	payee name for providers	Open	02/20/2003	Bemis, Ann

Done Trusted sites

- Enter Criteria and click Search
- Matching requests are returned in the Search Results
- Change Request ID, Topic, Description, Status, Date Reported, and Reported By are displayed
- Results can be sorted by clicking on column name (i.e. Topic, Status, etc.)

# Change Request Tracking

Change Request Detail - Microsoft Internet Explorer provided by DHFS - State of Wisconsin

**eWReports** Reports for Barry Mickelson Print

### Change Request Summary

Problem Ticket #:	0	Change Request ID:	8585	Topic:	CM06 Activity Notes
Description:	Make Case and Provider Notes editable				
Date Reported:	07/28/2005	Reported in Rels:	2.0	Reported By:	Wutt, Jason
Status:	In Progress	Date Closed:		Fixed in Rels:	

Description:

User Description

This was formerly part of incident 6474:

Online

- Add capability to edit case notes , assessment contacts and provider notes for 30 days from the create timestamp on the note.
- The note can only be edited by the creating worker or the worker identified as "Worker making contact" through the Cases outline.
- Notes are not editable through search.
- Notes will be frozen by the Case/Provider Note Freeze batch
- The Note completed check box will be added to Case Note and Provider Note pages, which the worker creating the note or the worker making contact can check prior to the 30 day limit and upon save the note will be frozen. This checkbox cannot be unchecked after the note is frozen. Once frozen, the note remains frozen.
- Notes entered on Closed cases through the search page will be frozen immediately after the note is saved.
- Assessment Contacts will freeze when the assessment is approved unless frozen by the batch or by a worker.
- The correction note button will only be available after the note is frozen.
- When a note is created through search keep it editable in the event that the workers assign themselves to the case
- Create button should be enabled in the same way that it now works

Batch

New batch will need to be created to run in nightly cycle after case closure batch to do the following things.

- 1) Cycle through all case notes and provider notes that are currently not frozen and not locked by an offline tablet user and were created 30 days or more prior to today and set flag to freeze them.
- 2) Process all case notes currently not frozen for cases that are closed (closure complete and approved).

Close

Done Trusted sites

- Clicking on the Change Request ID opens the Change Request Detail page
- Detailed Description, Status, etc... is displayed here
- Close button closes the detail page and returns you to the Change Request search page



# Change Request Tracking

- Conclusion
  - 2006 Requests in 'Open' status available starting May 1<sup>st</sup>
  - All requests in 'Open' status targeted to be available by June 1<sup>st</sup>
  - Requests with a status other than 'Open' will be added as time permits
  - Accessed through eWReports Utilities menu, or via hyperlink on the eWiSACWIS Desktop
  - Questions?